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**REPORT TO:** OVERVIEW AND SCRUTINY COMMITTEE

**DATE:** 16 FEBRUARY 2012

**REPORT OF THE:** CUSTOMER SERVICES AND BENEFITS MANAGER  
ANGELA JONES

**TITLE OF REPORT:** CUSTOMER COMPLAINTS RECEIVED QUARTER 3  
(2011/12)

**WARDS AFFECTED:** ALL

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## EXECUTIVE SUMMARY

### 1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period October – December 2011.

### 2.0 RECOMMENDATION

2.1 It is recommended that members accept the report as attached.

### 3.0 REASON FOR RECOMMENDATION

3.1 This report includes complaints monitored under individual service complaints systems (**Annex 1**).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period October – December 2011 together with the action taken where appropriate (**Annex 2**).

### 4.0 REPORT DETAILS

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

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**Background Papers:**

RDC Complaints Procedure

**Background Papers are available for inspection at:**

[http://www.ryedale.gov.uk/council\\_and\\_democracy/corporate\\_complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)